

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE


In re application : Aleksander Szlam  
Serial No. : 09/885,717  
Filed : June 20, 2001  
For : DYNAMIC HELP OPTION OR INTERNET CUSTOMERS  
Examiner : Kieu D. Vu  
Attorney's Docket : CONCERTO-512XX  
Group Art Unit : 2152

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By



Daniel J. Bourque  
Registration No. 35,457  
Attorney for Applicant(s)

Revocation and Appointment of Attorney  
and Change of Correspondence Address

Honorable Commissioner of Patents  
Washington, D.C. 20231

Sir:

Concerto Software, Inc., being the Assignee of the entire right, title and interest in the above-indicated U.S. Patent Application, hereby revokes all previous powers and respectfully requests the appointment of the following attorneys with full powers:

Daniel J. Bourque, Registration No. 35,457  
Paul J. Kroon, Jr., No. 51,902

Sep-28-04 14:27 From-CONCERTO SOFTWARE

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at the address:

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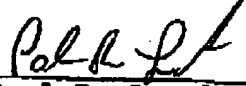
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Please direct all further correspondence to Daniel J. Bourque, Esq. at the above address. Also, please change the attorney docket number to CONCERTO-512XX.

Respectfully submitted,

Concerto Software, Inc.

By

  
Paul R. Lucchese  
General Counsel

Date:

9/28/04

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**FAX:** 603-624-1432

**RE:** Applicant: Aleksander Szlam  
**Title:** Dynamic Help Option For Internet Customers  
**Atty Reference:** CONCERTO-512XX  
**Serial No:** 09/885,717  
**Number of pages including cover sheet:** 3

**Original of this document to be mailed as well:** ☐ YES ☒ NO

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***Your assistance is appreciated.***

***Bourque & Associates, P.A.***